

Message: RE: Database problem to be aware of**✉ RE: Database problem to be aware of**

From Carrie Hoelscher
To Kraft, Emily
Cc
Journal Emily.kraft@oa.mo.gov
Recipients

Date Wednesday, March 1, 2017 10:35 AM

 [image001.jpg](#) (3 Kb HTML)  [image002.png](#) (7 Kb HTML)

I need to add two more names:

[REDACTED]

Regina just called me saying that they were not appearing in her searches when trying to reassign them to a different employee. I was able to search for them on my end with success. Not sure why she wasn't able to???

Thanks!
Carrie

From: Carrie Hoelscher [<mailto:carrie@allianceforlifemissouri.com>]
Sent: Wednesday, March 1, 2017 9:59 AM
To: 'Kraft, Emily' <Emily.Kraft@oa.mo.gov>
Subject: RE: Database problem to be aware of

Emily,

Here's a partial list of clients that Regina knows for a fact she's had this problem with. She knows there's more because she's chosen client names at random to check and the same thing has happened with others. Sorry I can't give you a complete list, but I hope this helps.

[REDACTED]

Carrie

From: Kraft, Emily [<mailto:Emily.Kraft@oa.mo.gov>]
Sent: Tuesday, February 28, 2017 2:02 PM
To: 'Carrie Hoelscher' <carrie@allianceforlifemissouri.com>
Subject: RE: Database problem to be aware of

Hi Carrie – ITSD has requested some of the names of the clients that were being searched for, but weren't appearing the other day.

From: Carrie Hoelscher [<mailto:carrie@allianceforlifemissouri.com>]

Sent: Tuesday, February 28, 2017 10:02 AM

To: Kraft, Emily

Subject: Database problem to be aware of

Good Morning Emily,

I've been made aware of some issues with the client reassignment page on the new database that I need to make you aware of. ThriVe is telling me that when they go to the client reassignment page to reassign a client to the correct user that their clients are not always found when searched on the client reassignment page. When this happens, Regina has then searched for a client that she has successfully searched and reassigned at an earlier time in an attempt to problem solve and "test" the system and that previously reassigned client is now not found in the search. She can go back in a day or two later and successfully search all of her clients. A day or two later she may try again and all searched clients that were successfully searched the day or two prior are now not found again.

Not sure what the problem may be, but as time goes on, I'm guessing I'll hear more complaints from our subs about this problem. Would you mind asking ITSD to look into this problem?

Thank you!

Carrie

Carrie Hoelscher

A2A Program Manager



Email 1

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